Class Description

Job Title: **Code Enforcement Field Supervisor**
Reports To: Director of Public Services
FLSA Status: Non-Exempt

General Description

The purpose of this position within the organization is to supervise Code Enforcement Officers; to enforce the City of College Park Code, including property maintenance, environmental noise, nuisance abatement, and fire safety; and to enforce County zoning regulations within the City.

The Field Supervisor will be responsible for supervisory duties such as training and supervising new officers, coaching and evaluating the code enforcement officers, modeling high-quality customer service skills, and enforcing the City Code. This position requires an excellent ability to communicate effectively with elected officials, individuals from diverse cultures, and in difficult situations.

This class works under general supervision according to established procedures and may determine how or when to complete tasks. There is an emphasis on customer service and achieving voluntary code compliance.

Duties and Responsibilities

The functions listed below represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the job/class as necessary.

Essential Functions:
Supervises, trains, coaches, and mentors all code enforcement officers.

Performs performance evaluations, schedules staff, and consults with Director on disciplinary issues.

Assists with case development and ensures quality control through field observation and data review.

Assists the Director with developing a culture of proactive customer-focused code enforcement, empathy, efficiency, and effectiveness.

Acts as a resource person for the Director and subordinates on technical code enforcement and problem-solving issues.

Promotes and encourages a high quality of life, health and safety standards, and the welfare of City neighborhoods for City residents by enforcing building, property, and environmental codes (such as noise) in an informative manner that encourages compliance.

Ensures the enforcement of all City ordinances; recommends to the Director any improvements, modifications, and changes to existing City codes for efficiency and practicality.

Responds to, investigates, and resolves complaints and concerns from residents and others.

Supervises the scheduling and performance of inspections of rental properties, multi-family buildings, commercial buildings, hotels/motels, etc. Also performs this type of inspection.

Prepares inspection reports that identify findings, violations, necessary corrective actions, and possible fines.

Reviews code officers' inspection reports for quality and productivity purposes.

Prepares and issues notices of violations and municipal infraction citations for observed code violations.

Patrols the City to verify compliance with Code Enforcement Officers' notices of violations; investigates code violations; works with residents to come into compliance with City and County Codes.

Prepares for and testifies in district and circuit court hearings and trials; attends court for unresolved municipal infractions.

Answers the after-hours hotline and dispatch the police department to the location of the complaint of violation.

Responds to noise complaints; may take noise meter readings as needed.

Represents the City at City-sponsored and other special events.

Prepares correspondence and responds to public and City employee inquiries.

Reviews building permit applications.

Research various codes and ordinances to ensure compliance.

Enters violation, inspection, and relevant data in the designated computer software system for tracking and producing accurate reports and notices.

Responds to complaints in writing within 24 hours.

Additional Duties:

Performs windshield (visual) exterior inspections of houses and buildings throughout the City.

Files photographs and other supporting documentation for code enforcement cases in the software system.

Assists other Departments in various tasks related to City business.

Performs related work as assigned.

Responsibilities, Requirements, and Impacts

Data Responsibility:
Data Responsibility refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Gathers, organizes, analyzes, examines, or evaluates data or information and prescribes action based on these data or information. Reports and collects information relevant to CEOs' productivity and responsiveness.

People Responsibility:
People include co-workers, workers in other areas or agencies, and the general public.

Supervises and leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency. Provides information, guidance, or assistance to facilitate task accomplishment. Must be able to motivate staff to perform efficiently and with integrity.

Asset Responsibility:
Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.

Requires some responsibility for achieving moderate economies and/or preventing moderate losses through the handling of or accounting for materials, supplies and providing oversight of code officers for quality control and productivity

Mathematical Requirements:
Mathematics requires the use of symbols, numbers, and formulas to solve mathematical problems.

Uses addition and subtraction, multiplication and division, and/or calculates ratios, rates, and percentages. Calculates occupancy capacity for fire code compliance.

Communications Requirements:
Communications involves the ability to read, write, and speak.

Must be able to read, interpret, and communicate building codes, manuals, ordinances, and other related documents. Reads journals, manuals, and professional publications. Speaks informally to groups, co-workers, staff in other agencies, and the public, using proper language, punctuation, grammar, and style. Must use customer service and diplomacy skills to obtain compliance from City residents. Must be able to understand and follow written and oral directions.

Judgment Requirements:
Judgment requirements refer to the frequency and complexity of judgments and decisions given the stability of the work environments, the nature and type of guidance, and the breadth of impact of the judgments and decisions.

Responsible for guiding others and making frequent decisions affecting the individual, co-workers, and others who depend on the service or product; work in a somewhat fluid environment with rules and procedures and many variations from the routine.

Complexity of Work:
Complexity addresses the analysis, initiative, ingenuity, concentration, and creativity required by the job and the presence of any unusual pressures present in the job.

Performs skilled work involving interpretation of City Code and adherence to rules and laws; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

Impact of Errors:
Impact of errors refers to consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.

The impact of errors may be serious and may affect the City's reputation and the health, safety, and welfare of the City and the public.

Physical Demands:
Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.

Must be able to frequently stoop, crawl, climb ladders and stairs, and physically maneuver in small spaces to conduct building inspections. Must be able to drive, walk and/or ride a bicycle up to 4 hours per day.

Equipment Usage:
Equipment usage involves responsibility for materials, machines, tools, equipment, work aids, and products.

Drives a city vehicle; rides a bike; measures noise volume using a sound meter; uses electronic tablets, smartphones, and cameras.

Unavoidable Hazards:
Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

Involves routine and frequent exposure to various weather conditions, including heat, cold, wet, or humid conditions—occasional brief exposure to unpleasant or unsafe environments.

Safety of Others:
Safety of others refers to the level of responsibility for the safety of others, either inherent in the job or to ensure the safety of the general public.

Requires considerable responsibility for the supervision of continuous enforcement of the laws and standards of public health and safety.

Minimum Education and Experience Requirements:

An associate degree in code compliance, fire safety, construction technology, building inspection, or equivalent experience.

A minimum of five years of experience in Code Enforcement.

A minimum of two years of supervisory experience, preferably mentoring and developing the skills of code enforcement officers.

A valid driver's license in the state of residence.

Current professional certifications required for Code Enforcement Officer:

- o Community Noise Enforcement,
- o NFPA Fire Inspector I,
- o ICC/AACE Property Maintenance and Housing Inspector, and
- o FEMA ICS-100.

Plus:

- o ICC/AACE Zoning Inspector,
- o NFPA Fire Inspector II and III. and
- o FEMA ICS/NIMS ICS-200, ICS-700, and ICS-800.
- o Must obtain the AACE Code Enforcement Administrator designation within six months of hire. ICC/AACE Residential Building Inspector preferred.

Americans with Disabilities Act (ADA) Compliance

The City of College Park, MD, is an Equal Opportunity Employer. The ADA requires the City to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss any ADA-related needs or accommodations with management.